

How to install VOIP Softphone[..]

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Keywords

VOIP Xlite Ekiga NUR phonesystem

Symptom (public)

I have been assigned a telephone extension number but I don't have a telephone
I have an extension and want to configure it to my pc or laptop
I have an extension and want to use it anywhere in the world
I have been assigned a telephone extension number but I don't know what I can do with it
I have a mobile device that also works on the network via a cable what should I do?

Problem (public)

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Solution (public)

Well you have a NUR extension number you now have access to Internet telephony on campus, possibly in the future to all of Rwanda and the rest of the world.

What do you need, You have gotten a number a password and a voicemail password.
You need a headset if your computer doesn't have a microphone, speakers possibly a webcam.
Even if your pc/laptop has a microphone and speakers you might want a headset anyway because of privacy since with speakers anybody in the room can hear what you and the person you speak with say.
You also need a working (Inter)net connection. This can work via a Tigo/MTN/Airtel modem stick any network connection on campus also on wireless.

Maybe headsets will be provided by NUR but at this moment this is unknown.

What can you do once the telephone software is installed and configured you can connect to the NUR VOIP Phonesystem from anywhere in the world. So once connected your extension number will also work in a hotel in Washington DC for example. If you configure the same extension number in more devices REMEMBER you can only connect ONCE with the same extension number so you have to switch of the other software or equipment.

[1]<http://faq.nur.ac.rw/otrs/public.pl?Action=PublicFAQZoom;ItemID=67>

The first thing to do after receiving the extension/passwords email is to go to:

[2]<http://voicemail.nur.ac.rw>

Login here with your extension number and the password provided and change the password.

Next you install the software. Are you running Ubuntu I would recommend Ekiga. Under MS Windows I recommend Ekiga again but X-lite is another alternative. Below I will describe the 4 installation instructions:

- Ekiga under Ubuntu, Go to the Applications->Ubuntu Software Center and search "ekiga" with newer Ubuntu's you move your mouse to the left of the screen until the menu appears and you click the top choice then you click "More Apps" and type "ekiga" in the search bar. If you confirm the software will be installed for you and you follow the configuration instructions for Ekiga (Windows and Ubuntu) below.

- Ekiga under Windows, it will run on any Windows you click the following link

[3]<https://downloads.nur.ac.rw/Windows/Multimedia%20Softwares/ekiga-setup-4.0.1+.exe>

. You will have to log in with your NUR credentials and the software is downloaded to your pc. Then you find the file with your Explorer and click on it and it will install. Documentation you will find here

[4]http://wiki.ekiga.org/index.php/HowTo_install_Ekiga_packages

- Xlite under Windows click the following link

[5]https://downloads.nur.ac.rw/Windows/Multimedia%20Softwares/X-Lite_Win32_5.0.0_67284.exe

. You will have to log in with your NUR credentials and the software is downloaded to your pc. Then you find the file with your Explorer and click on it and it will install. The manual you can find here

[6]https://downloads.nur.ac.rw/Windows/Multimedia%20Softwares/X-Lite_5_Windows_User_Guide_V5.0_R1.pdf

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- Xlite under Mac click the following link
[7]https://downloads.nur.ac.rw/Mac/Multimedia/X-Lite_Mac_5000ae_67285.dmg You will have to log in with your NUR credentials and the software is downloaded to your pc. Then you find the file with your browser and click on it and it will install.

Next these softwares need to be configured. The

Windows specific Ekiga config (all in bold)

Ekiga starts the welcome screen (don't bother if a popup starts that Ekiga did not manage to configure your network settings just click OK) click Forward/Next. (Possibly now you are shown the License Agreement click Next). Then you have to Choose Components just click Next. Choose Install Location click Next. Next you get Welcome to GTK2 Runtime Setup click Next, again a license agreement screen click I Agree, Choose Components click Next, GTK2 Runtime click Next, Choose Install location click Install. Installation complete click Next, next screen click Finish, next screen click Finish. Now the Windows Firewall can produce a popup window Allow Ekiga to use all networks!

Windows and Ubuntu Ekiga config (all in italic)

Ekiga starts the welcome screen (don't bother if a popup starts that Ekiga did not manage to configure your network settings just click OK) click Forward. Next enter your name and click Forward, now click I do not want to sign up for the ekiga.net free service on the bottom of the screen and click Forward. Next click I do not want to sign up for the Ekiga Call Out service and click Forward.
At the Connection Type screen choose the Default DSL/Cable (128Kbit/s uplink) if you have a laptop that you also use with Internet sticks or otherwise when you are off campus.
Choose LAN if you have a desktop PC that is always connected to the campus network or wireless.
Click Forward, on the Audio Devices screen just click Forward. If you have a webcam the Video Input Device screen will appear just click Forward, now the Configuration Complete screen will show just click Apply. Then Ekiga will run click on the Edit->Accounts->Accounts->Add a SIP Account.
A Edit account screen will appear type in in:

- Name: NURVOIP
- Registrar: inyange.nur.ac.rw OR 41.222.244.25
- User: <Your extension number from the email>
- Authentication User: <Your extension number from the email>
- Password: <The password (not the voicemail password) from the email>

Check if Enable Account is checked and click OK
After a few seconds the Account will say registered and you click Close.

We are almost there since Ekiga supports an address book we configure that too.

Click Chat->Addressbook->Address Book->Add an LDAP Address Book
A Create LDAP directory screen appears type in in:

- Book Name: NURLDAP
- Server URI: ldap://ldap.nur.ac.rw
- Base DN: dc=nur,dc=ac,dc=rw
- Search Scope: Subtree
- DisplayName Attribute: cn
- Call Attributes: NURPhone

The rest of the fields you leave as they are and click OK. Select NURLDAP and search some name in the search filter field, the results will appear in the screen above and if you click a person, Ekiga will call this person immediately. This address book is only available if you are on a NUR campus network!

Another thing to configure is on Edit->Preferences->General and click Disable network detection. Under Ubuntu it says Enable network detection and you have to untag it. Then click Close. Also under Edit-Preferences->Audio->Codecs tag Enable echo cancelation.

Under Edit->Preferences->Audio->Codecs untag all codecs EXCEPT Speex, PCMU and PCMA.

Also configure Preferences->Video->Devices->Size->176x144

This way you can video phone with most devices.

Also set Preferences->Video->Codecs->Codecs untag H264-1998 (if available), untag H261 AND set the Maximum video bitrate (in kbits/s): to 384!

In the other Ekiga screen you can just put a number in the sip: address field. Like sip:1099 Ekiga will show the @inyange.nur.ac.rw click on that and the green telephone.

Try sip:60@inyange.nur.ac.rw it will tell you the time.

Other Feature codes and their description can be found here:
[8]<http://faq.nur.ac.rw/otrs/public.pl?Action=PublicFAQZoom;ItemID=50>

X-Lite install under Windows

(You will need Internet Access to install this!)

Click on the downloaded file under 3 and open it , it will then download dependant software.

Then the Welcome to the X-Lite Setup Wizard starts click Next, Click I accept the agreement and click Next, Select Destination Location just click Next, Ready to install just click Install,

Completed X-lite Setup Wizard click Finish. Restart Windows. Start X-lite then Softphone->Accounts The the SIP Accounts screen starts up, Click Add and fill in in:

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- Display Name: Your name
- User ID: <your extension number>
- Password: <the password from the email>
- Authorization user name: <your extension number>
- Domain: inyange.nur.ac.rw OR 41.222.244.25

And click Apply and then OK. The Windows Firewall popup might come up now allow X-Lite to all available network choices and click OK.

You can now type in a extension number in the X-Lite screen and click the green field named Call.

To send your video you have to click the camera icon.

To make good video calls you configure the following:

Softphone->Preferences->Application->Default Actions->Default action: Make a video call

Next

Softphone->Preferences->Video Codecs

In the box Enabled Codecs you click on H.263+(1998) and then you click << this disables this codec

Next

Softphone->Preferences->Media Quality->Video Quality->Low Resolution

Here a link to Android software on our downloads site, this can be installed on tables and smartphones having wireless and running the Android operating system:

<https://downloads.nur.ac.rw/android/Sipdroid-2.8.apk>

Special Mobile Devices configuration

If you have a device like a laptop that can work via the cable/copper network AND via Butare NUR wireless and you use this device to go from your office (connected via cable) to somewhere else on Butare campus where you have NUR wireless then you need a special configuration.

Who can I call

Well you can find telephone numbers via the webmail address book but you can also look here to find numbers to call

[9]<http://faq.nur.ac.rw/otrs/public.pl?Action=PublicFAQZoom;ItemID=66>

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